



Course Outline

Personalisation: Managers' Perspectives

Minimum and Maximum Learners: 06 - 16 Duration: One Day Timings: 10:00 – 16:30

Suitable for

All health and social care professionals who manage care services wishing to understand the Personalisation care agenda and how it may impact on the future design and delivery of services.

- Day care staff
- Domiciliary care staff
- Health care assistants
- Nursing staff
- Residential care staff
- Team Leaders and Managers
- Voluntary Sector Staff/Volunteers
- Housing Sector Staff

Aim

To give managers a summary of Personalisation principles and consider its implications for care provision. You will evaluate your current services and how they can be adapted to promote self-care and self-management.

Learning Outcomes

By the end of the course, you will be able to:

- ✓ **Define** self-care and self-management
- ✓ **List** the key 7 core principles and values that underpin Personalisation.
- ✓ **Recognise** client and care staff fears and expectations regarding the new Personalisation agenda.
- ✓ **Identify** the attitudes/skills/skills and qualities needed by staff working in the personalisation era.
- ✓ **Describe** the key principles of person-centred care when supporting individuals as a personal assistant.



- ✔ **Explain** the transition curve and steps for effectively managing change.
- ✔ **Use** a range of communication styles when influencing others.

- ✔ **Assess** your organisation's Strengths, Weaknesses, Opportunities and Threats in terms of implementing personalisation.

Benefits of Attending

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Dementia: Balancing Rights, Choice and Risk
- ➔ Dementia: Leadership Skills to Inspire and Promote Quality Dementia Care (3 Days)
- ➔ Dementia: Normal Ageing, Brain Change and Dementia Awareness
- ➔ Dementia: Person-centred Care Approaches
- ➔ Involving and Consulting Clients and Service-users
- ➔ Promoting Well-being and Independence in Older People's Care
- ➔ Putting the Person First – Creating Person-centred Care Plans with Clients

